



Desert Orthopedics Center, PLLC

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Patient's Rights & Responsibilities

Participation in Treatment Decisions

Patients have the right to:

- Participate in decisions about their care
- Help set the course of treatment
- Accept or refuse treatment

To make informed choices, patients will be provided with full and accurate information in a manner they can understand.

Respect, Safety, and Nondiscrimination

Respect

Patients have the right to respectful care, which means valuing their:

- Needs
- Desires
- Feelings
- Ideas

At Desert Orthopedics Center (DOC), we respect each patient's:

- Cultural and personal values, beliefs, and preferences
- Right to privacy
- Right to effective communication
- Right to pain management

Respect in Action

We demonstrate respect for patient rights by:

- Treating every patient with dignity and courtesy
- Involving patients in their care, treatment, and services
- Accommodating religious or other spiritual practices

Examples include:

- Knocking and waiting before entering a patient's room
- Responding politely
- Listening attentively
- Remaining compassionate

Safety

Patients have the right to safety and security. DOC maintains a safe environment of care through strict policies on:



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- Environmental safety
- Infection control
- Security measures

We also report to proper authorities if:

- We suspect a patient may be a victim of abuse
- A patient requests protection from abuse

Nondiscrimination

All patients have the right to fair and equal healthcare, regardless of:

- Race or ethnicity
- National origin
- Religion or political affiliation
- Education level
- Place of residence or business
- Age, gender, or marital status
- Personal appearance
- Mental or physical disability
- Sexual orientation
- Genetic information
- Source of payment

Grievances

Patients have the right to express concerns or complaints about the quality of their care. While DOC strives for excellence, issues may occasionally arise, such as:

- Wait times
- Scheduling or operating times
- Conduct of staff
- Adequacy of staff

Most concerns can be addressed quickly. Please contact us directly with any issues, and we will make every effort to resolve them promptly.

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